

Product Number: 4210.10.15**BOP SERVICE DESK**

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The service desk provides a single point of contact for new user setup, requests for new services, and restoration of services that have been interrupted. The service desk tracks unresolved issues, follows up on repeat issues and looks for trends that help decision makers. The service desk works to ensure that the right technical workers are assigned to each reported issue. The IT Director ensures that the BOP Service Desk complies with stated metrics and that problems are addressed.

The hours of support required for the BOP Service Desk are listed below.

| Application | Support Hours | Days of Week |
|------------------------|--------------------|--------------------|
| Local BOP Service Desk | 7:00 AM to 5:30 PM | Monday thru Friday |

Product Features and Descriptions

| Feature | Description |
|---------------------|---|
| Account Management | Accounts are maintained by the Service Desk Staff. This includes New Accounts, Moving Accounts between locations as staff move, processing Name Changes, Suspension of Access and Termination of Access to systems. |
| Application Support | Application support is offered for department standard software. This includes granting and removing access, addressing functionality issues, technical advice and general information. |
| Change Management | Change management schedule will be monitored by the service desk and notifications of down time will be provided to users as needed. |
| Incident Management | Incidents are recorded using a service desk software application system |

State of Utah

Product Description

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| | <p>providing initial support, classification, and routing service to support groups when incidents are not closed at first call. The Service Desk will restore service minimizing the impact on business operations. Incidents will be forwarded on to second-line support staff that cannot be resolved by first-line support, requiring more than 20 minutes to resolve or local presence is required.</p> <p>Ownership of incidents stays with the first-line support staff until the incident is resolved allowing for monitoring, tracking, communication to users and ultimate incident resolution. Incidents can be reported to the BOP Service Desk via, phone, email or Internet.</p> |
| Problem Management | <p>Resolve underlying root-causes with a solution that will proactively reduce the number and/or impact of incidents.</p> <p>First time resolution at the service desk will be performed in order to quickly restore service and incidents will be monitored to identify any problems that need to be referred to problem management.</p> |
| Reporting | <p>Statistical reports on incident requests will be provided as per BOP request.</p> |

Features Not Included

| Feature | Explanation |
|---------|-------------|
|---------|-------------|

Rates and Billing

| Feature | Description | Base Rate |
|--------------|---|---|
| Service Desk | As listed under product features and descriptions | Included in the DTS Desktop / Service Desk approved rate. |

Ordering and Provisioning

Service desk requests may be made via phone, email, fax or the Internet.

DTS Responsibilities

Set up new user accounts upon proper approval from DHRM and UMD and the receipt of completed logon forms.

Process terminations of user accounts upon proper approval from DHRM and UMD or notification from supervisors of contract employee and supervisor of inmates with computer accounts to the inmate network.

Suspend computer access upon notification from the Executive Office.

State of Utah

Product Description

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| Move user access accounts upon written (email) request from the supervisor. |
| Process name changes to access accounts upon approval from DHRM and UMD. |
| Provide support for department standard applications. |
| Grant access to applications as per job specifications and supervisor requests. |
| Warranty maintenance calls will be facilitated by the service desk for covered equipment. |
| Time and material calls will be facilitated by the service desk after purchase order information is provided by the customer. |
| Troubleshoot application functionality for users. |
| Provide general application how to information for Department Standard applications. |
| Notify department staff via email of any computer changes or downtime that will affect users. |
| Enter all BOP Service Desk calls into tracking system. |
| Resolve incidents that are reported getting them resolved as quickly as possible. |
| Coordinate and track incidents that require being forwarded to second or third line support. |
| Communicate with users on calls that have been escalated to second or third line support, maintaining ownership of all incidents until they have been successfully resolved. |
| Track incidents trends monitoring them for potential problems that need to be reviewed by the problem management team. |
| Research problem tickets to determine root cause and implement permanent solutions. |
| Gather call ticket statistics for reporting to BOP Management. Prepare reports as requested. |
| Prepare installation tickets for new equipment and software as it is received. Scheduling the equipment with desktop support for installation. |
| Place computer hardware warranty calls with vendors, coordinating service of equipment for the end users. |
| Place computer hardware maintenance calls on equipment with maintenance agreements, coordinating service for the end users. |
| Coordinate the installation of services such as VPN, Mobile Device Management, and others for users with DET services. |
| Use call tracking system as a knowledge base to resolve incidents and document problem resolutions. |
| Support the Board of Pardons and Parole with Help Desk needs as listed in the feature section. |

Agency Responsibilities

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| Provide super user contact information to address O-TRACK application support to users. |
| Provide user O-TRACK user manuals to the Service Desk. |
| Provide authorization for user account changes. Provide as much notification as possible to the BOP Service Desk that change will be needed. |
| Provide purchase order information for time and material calls that need to be placed on equipment |

State of Utah

Product Description

not covered under warranty or maintenance agreements.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

| Metric Description | Target |
|--------------------|--------|
| O-Track | 99.90% |
| M-Track | 99.90% |
| NORM / CACTUS | 99.90% |
| COTS | 99.50% |
| UDOCA | 99.50% |

Times exclude those tickets in a "Pending" status waiting a known bug fix.

Note: Application Availability metrics for NORM/CACTUS, COTS, and UDOCA are based on normal business hours (Monday – Friday 8 am – 5 pm).

For O-Track and M-Track the availability metrics are based on a 24 hour / day x 7 days / week schedule. However, after normal business hours only Desktop Support and Hosting staff provide on-call service to O-Track and M-Track systems. Due to the very low incidence of calls requiring Software or DBA staff assistance, it was determined that we would follow our existing practice of not having Software or DBA staff on-call.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at:

State of Utah

Product Description

<http://dts.utah.gov/metrics/index.php>.

| Total Time to Resolution | Target: Percent of Tickets Meeting Priority Timelines |
|------------------------------------|--|
| Low priority - 6 Business hours | 90% |
| Medium priority - 4 Business hours | 90% |
| High priority – 3 Clock hours | 90% |
| Critical priority - 3 Clock hours | 90% |

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at:

<http://dts.utah.gov/metrics/index.php>.

| Time to Initial Response | Target: Percent of Tickets Meeting Priority Timelines |
|--------------------------------------|--|
| Low priority – 1 Business hour | 85% |
| Medium priority – 1 Business hour | 85% |
| High priority – 1 Clock hour | 90% |
| Critical priority – 30 Clock minutes | 95% |

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

| Metric Description | Target |
|--------------------------|---|
| First Contact Resolution | 75% of all incidents reported resolved on initial contact |

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

State of Utah**Product Description**

| Metric Description | Target |
|---|--------------------------------|
| Average level of satisfaction with resolution efforts | ≥ 4.5 on a scale of 0 - 5 |
| Percentage of respondents expressing satisfaction (vs. dissatisfaction) | 93% of respondents satisfied |